

# **ADA PARATRANSIT PASSENGERS HANDBOOK**



**November 1999**

**BLACKSBURG TRANSIT  
2800 COMMERCE ST.  
BLACKSBURG, VA 24060  
[www.btransit.org](http://www.btransit.org)**

# **Table of Contents:**

<b>I.</b>	<b>Introduction</b>	<b>Pg. 1</b>
<b>II.</b>	<b>Who Is Eligible?</b>	<b>Pg. 2</b>
<b>III.</b>	<b>Paratransit Advisory Committee (PAC)</b>	<b>Pg. 3</b>
<b>IV.</b>	<b>How Do I Apply for This Service?</b>	<b>Pg. 4</b>
	▶ <b>Riding Temporarily</b>	
	▶ <b>How Soon Can I Ride?</b>	
	▶ <b>When My Eligibility Card Expires</b>	
<b>V.</b>	<b>What Days and Hours Do We Operate?</b>	<b>Pg. 5</b>
<b>VI.</b>	<b>How big is our Service Area?</b>	<b>Pg. 6</b>
<b>VII.</b>	<b>How Much Do I Pay?</b>	<b>Pg. 6</b>
<b>VIII.</b>	<b>How Do I Schedule Trips?</b>	<b>Pg. 7</b>
	▶ <b>Pre-Trip Planning</b>	
	▶ <b>Calling After Business Hours</b>	
	▶ <b>Business Hours on Weekends</b>	
	▶ <b>Late Night Trips</b>	
	▶ <b>Medical Trips</b>	
	▶ <b>Changing or Canceling My Trip(s)</b>	
	▶ <b>Passenger Lates and No-Shows</b>	
	▶ <b>Recurring Subscription Trips (Weekly Trips)</b>	

- ▶ **Canceling Subscription Trips**

**IX. Who Else Can Ride With Me? Pg. 13**

- ▶ **Companions**

- ▶ **Personal Care Attendants**

- ▶ **Children and Babies**

**X. How We Work Together Pg. 14**

- ▶ **How We Help You**

**XI. Riding the Fixed Route Buses Pg. 15**

- ▶ **Fixed Route Bus Training**

- ▶ **Two Town Trolley**

**XII. Safety Pg. 17**

## **I. INTRODUCTION**

**Welcome to Blacksburg Transit's specialized accessible public transportation service. Whether you are a regular user or a new rider, we continually strive to give you the best public transportation. We have developed these procedures and guidelines over many years based on the changing needs of the passengers and our operation. This document also incorporates the Americans with Disabilities Act (ADA) as well as many additional Federal and State guidelines.**

**Our services are designed for *you* the rider. Please let us know of any suggestions you may have while using any of our services. Our goal is to provide you with exceptional service. We use highly trained drivers and specially equipped vans to provide the safest and quickest shared-ride possible for our Paratransit service.**

**Most Paratransit passengers can and do use the fixed route bus service for some trips. The Paratransit service complements our fixed route bus service by providing a comparable service to those individuals who can not use the regular buses for some or all trips, due to one or more disabilities. This program is an individualized service in which the cooperation of each passenger is essential. It is necessary that both passengers and staff make the service the best and most effective for everyone by observing the following guidelines.**

### **► We're on the Internet!**

**Look for Blacksburg Transit's homepage on BEV under Town of Blacksburg. Our address is: <http://www.btransit.org>.**

**We have Paratransit information and an application form that can be completed on-line and sent directly to BT. Scheduling trips in advance is also available through e-mailing [blacksburg.paratransit@btransit.org](mailto:blacksburg.paratransit@btransit.org). Also look for important "Access" links on our homepage to other pages.**

## **II. WHO IS ELIGIBLE**

**Residents, non-residents and visitors as well as anyone with a temporary or permanent disability who, because of their disability are *unable* to use the fixed route bus system, are eligible for Paratransit service. Persons may be certified for "Full eligibility", "Trip by Trip eligibility" or may be found "ineligible". The Federal ADA guidelines are explained below.**

### **▶ Full Eligibility**

**Full eligibility would correspond to persons whose disability prevents them from using the accessible bus system in *all* situations. All trips within our service area may be made through the Paratransit service.**

### **▶ Trip by Trip Eligibility**

**Trip by Trip eligibility corresponds to persons who can use the accessible fixed route buses if specific circumstances are present, i.e., good weather, accessible bus stop, etc., although they require the Paratransit service for certain trips when it is impossible to use the bus service.**

### **▶ Ineligible**

**If the applicant's disability does not prohibit them from using the fixed route buses, they would be ineligible to use the Paratransit service. If a person can ride the bus, though it may be more difficult because of their disability, they may *not* be eligible for this specialized service.**

### **▶ Riding Temporarily**

**Persons who are temporarily disabled and need service for a short time may be eligible for Paratransit service. Applications must be completed before the applicant schedules any trips. The applicant would then be eligible for the length of time determined from all the**

information we receive.

► **Appeals Process:**

Any person who disagrees with the final determination of ineligibility must first speak with the Paratransit Supervisor. If an agreement is not reached, the decision may be appealed. Written submission of an appeal must be made within sixty days of receipt of ineligibility or trip-by-trip eligibility notification. Service may not be provided during this decision-making period. Upon receipt of all information, a final determination will be made within thirty days. If no decision is made by that time, on the 31st day, service will be provided until a decision is made.

### **III. PARATRANSIT ADVISORY COMMITTEE**

A committee made up of Paratransit users and other interested citizens was formed when Blacksburg Transit began. The Paratransit Advisory Committee, P.A.C., was formed to integrate the needs of the users, community and Blacksburg Transit into the Paratransit service. This committee meets approximately every other month to discuss policy issues and any applicable regulations, such as the Americans with Disabilities Act. If any passenger disagrees with a policy or action, they can call the Paratransit office to resolve the issue. If a user is still not satisfied with the outcome, they may call any committee member to voice their opinion. Terms for members are staggered and any interested citizens or passengers may call Becky Horman or any committee member to be considered for membership.

Listed below are the present committee members:

<b>Roger Brickey – Chairperson</b>	<b>552-8713</b>
<b>Citizen, Passenger</b>	
<b>Susie Vass-Gal – Vice-Chairperson</b>	<b>953-2756</b>
<b>Citizen, Passenger</b>	
<b>Margo Sebba - Member</b>	<b>552 - 8248</b>
<b>Transit Advisory Committee Member (TAC)</b>	

**Amanda Haasken - Member                      552 - 3039**  
**Physical Therapist**

**Deborah Bale - Member                      953 - 5585**  
**Citizen, Passenger**

#### **IV. HOW DO I APPLY FOR THIS SERVICE?**

**Before using the service, an application must be completed. The application process will establish individual needs and services desired. Application forms are available to individuals and agencies or facilities from Blacksburg Transit at 540 - 961 - 1803 or fax # 951 - 3142. Also, applications can be completed online on the Internet at the address listed on page one.**

**All written applications should be returned to:**  
**Blacksburg Transit**  
**Paratransit Office**  
**2800 Commerce St.**  
**Blacksburg, VA 24060-6656**  
**e-mail: [blacksburg.paratransit@btransit.org](mailto:blacksburg.paratransit@btransit.org)**

**There are two parts to the application. Part I is to be completed by the applicant and includes appropriate personal information and a medical release form. If you use the Internet form, the medical release page must be printed and then mailed to BT. Part II is to be completed by the applicant's health care professional (sent out by our office) and it includes a Disability Verification form to be completed by your Health Care Professional. Once *both* parts are received at our office, the application will be processed within twenty-one (21) working days.**

**Those determined eligible for service will receive an Americans with Disabilities Act (ADA) Paratransit Eligibility card. For permanently disabled persons, these Rider ID cards will be valid for four years; temporary Rider ID cards will be valid for a length of time**

determined by the Paratransit Supervisor. An individual may apply for recertification as their Eligibility ID Card expires. This ID card *does not serve* as a monthly pass. Passes can be purchased separately, see page 7 for more information.

Non-residents and visitors to the Town of Blacksburg may write or telephone (TDD or voice) for an application, and if eligible, they will be issued a temporary rider ID card. Non-residents and visitors will be subject to the same operating standards as town residents. Non-residents' and visitors' eligibility ID cards will be validated for the expected length of stay in town. An individual may apply for recertification before their eligibility expires if more time is needed.

► **How Soon Can I Ride?**

Once the first part of the application is received at BT and entered into our computer system, a passenger may begin to use the service. A final eligibility determination is made after the two completed applications are received. Applicants may continue to use the service if they are found to be eligible. If a passenger is found to be ineligible, service will be immediately suspended at that time. Trip by trip eligible passengers would then begin following the criteria for accessing the bus service or Paratransit service.

► **When My Eligibility Card Expires**

The recertification process allows BT to better serve you. This process gives us up-to-date information about your abilities and limitations. BT will attempt to notify passengers in advance of their card's expiration date. Passengers may continue to use the service until they are re-certified. If your condition improves or declines since your certification was completed, your status may change appropriately.

**V. WHAT DAYS AND HOURS DO WE OPERATE?**

► **The Paratransit Service Operates:**

**When Virginia Tech is in session:**



Monday - Thursday	7:00 AM - 1:00 AM
Friday	7:00 AM - 2:45 AM
Saturday	8:00 AM - 2:45 AM
Sunday	10:00 AM - 11:00 PM

When Virginia Tech is *not* in session (Breaks and Summer):

Monday - Friday	7:00 AM - 10:00 PM
Saturday	8:00 AM - 6:00 PM
Sunday*	10:00 AM - 11:00 PM, during VT Breaks only

*\*No Sunday service during the summer*

► Service will *not* be provided on the following holidays:

New Year's Day	Thanksgiving Day	July 4th
Memorial Day	Christmas Day	

► Late Night Service (for scheduling purposes)\*:

Sunday - Friday	After 9:00 PM
Saturday	After 8:00 PM

\* Please see “Late Night Service” on page 7 for further information

## VI. HOW BIG IS OUR SERVICE AREA\*?

Trips whose origin and destination points are within Blacksburg corporate limits will be served. Also, we can serve 3/4 of a mile from the Hospital on Route 460 and Hightop Rd.; 3/4 of a mile outside town limits on Harding Ave.; and approximately 1/2 mile outside town limits on Nellies Cave Rd. \*Please see Appendix A for a service area map.

## VII. HOW MUCH DO I PAY?

The fare structure for the Paratransit program is presently the same as the regular route system, although costs associated with providing Paratransit services are much greater.

## **Paratransit Fares and Passes**

	<b>Fares (One-Way)</b>	<b>Passes - per month (Unlimited Rides)</b>
<b>Adult</b>	<b>\$.50</b>	<b>\$8.00</b>
<b>Ages 3 - 17</b>	<b>\$.25</b>	<b>\$4.00</b>
<b>Less than 3 yrs.</b>	<b>-- Free--</b>	
<b>Ages 65 and over</b>	<b>\$.25</b>	<b>\$4.00</b>
<b>VA Tech Students</b>	<b>Prepaid</b>	
<b>Faculty and Staff</b>	<b>Prepaid</b>	

**Ride Tickets cost \$4.50 for \$5.00 worth of rides.**

**Six-month passes are available for \$37.50 for adults and \$18.75 for seniors and children. Call 961-1185 for pass information.**

**Please show your ride ticket or pass to the driver every trip.**

***Exact fare is required when riding; drivers do not carry any change.***

**Ride tickets and monthly passes can be purchased from the Paratransit office through the Paratransit driver or from the Municipal Building or through the mail at BT Bus Pass, P.O. Box 90003, Blacksburg, 24060-9003. Checks must be made out to "Town of Blacksburg".**

## **VIII. HOW DO I SCHEDULE TRIPS?**

**Eligible riders may schedule all their trips by calling the Paratransit office at 961-1803 between the hours of 8:00 AM and 5:00 PM, Monday through Friday. Scheduling trips during the weekend may be done for the same day or the next day only. To assure your request can be taken, please call during business hours Monday through Friday.**

Trips during the day should be scheduled at least one business day to two weeks in advance. Same-day requests will be considered as the schedule permits. Trips scheduled on the previous business day or up to two weeks before, are scheduled within one hour before or after the requested time, whenever possible. We cannot prioritize trips for any reason; they are scheduled on a first come-first served basis.

Return trips must be scheduled when the “going” trip is scheduled. *Only medical trips* may have *unscheduled* returns and will be completed as soon as the schedule permits once BT is notified.

When you request a trip over the phone, BT staff will give you a pick-up time for that trip. The BT driver may arrive up to 10 minutes before that pickup time or 10 minutes after that time in order to serve other passengers. Once the driver arrives, they will wait up to 5 minutes for the passenger for unexpected delays before leaving. Please begin looking for the driver at least 10 minutes before your pick-up time.

#### ► Pre-Trip Planning

Use the following information to help alleviate possible problems during your trip.

Passengers using wheelchairs will be assisted up or down *no more than* one (1) average step. Any more than one step is extremely unsafe for the passenger and driver. Locations with more than one step should have a ramp for safe access.

Passengers with a cognitive disability or otherwise require a personal care attendant must have a responsible adult at the origin and destination if no one rides on the van with them.

The pathway between our van and your pick-up point, i.e., entryways, sidewalks, ramps and driveways, must be clear of ice and snow for BT to safely assist you. Some of our vans are very wide and tall. Any obstructions that we cannot avoid must be cleared before we pick up or drop off any passenger. Service may be denied if

branches or obstructions damage our vehicles and are not removed or we if determine it is unsafe to complete a trip due to weather related concerns.

Passengers should call ahead to their destination to determine if a location/building is accessible before scheduling a trip. If a driver determines a passenger's trip location cannot be entered or is unattended, *the passenger will be returned* to the origin at the next convenient time. Repeated occurrences (three times within ninety days) may result in suspension of service.

Grouping passengers on the vehicle is attempted whenever possible. Pick-up times will reflect the most efficient and effective routing schedule. The driver may have to pick up one or two additional riders before dropping you off at your destination. In addition, the BT driver may arrive up to 10 minutes before the pickup time or 10 minutes after in order to serve other passengers. Please allow additional time when requesting a pickup for these reasons. If you have an appointment or need to be somewhere at a particular time, please notify the scheduler and we can make a note of the time to ensure you make your appointment. The cooperation of each passenger is essential in enabling BT to provide the most service to all its passengers.

#### ► Calling After Business Hours

We have very limited staff after hours. Trips may be cancelled after business hours. Scheduling new trips or changing existing trips must be done during business hours when Paratransit staff can assist you.

During non-office hours (nights and weekends), a telephone message indicating *trip cancellations* for that evening or the next morning may be left on the Paratransit answering machine. Leave your name, phone number and the latest time we can call you to confirm it. If you wish to schedule a trip, call during business hours.

Please do not leave a lengthy message full of details, as the

information could be lost. The trip is not actually cancelled until BT confirms the information with you on the phone. Specific trip information will be taken and confirmed at that time only. If you have not heard from BT staff after leaving a message, please call back to make sure the message was received.

► **Business Hours on Weekends**

There are limited business hours during the weekend (Saturday 9 AM – 5 PM and Sunday 10 AM – 5 PM). During these hours, trips can be scheduled for the same day if the schedule permits, and trips can be scheduled for the next day, including late night trips. Again, leave a message on the answering machine as to what trips you are requesting. Trips will not be scheduled or canceled until your call is returned. Because there is not Paratransit staff available during the weekends, we ask that all scheduling be done during the Monday through Friday business hours if possible.

► **Late Night Trips**

Sunday - Friday	After 9:00 PM
Saturday	After 8:00 PM

*All “Late - Night” trips* must be scheduled during office hours one day to two weeks before the trip. For example, to schedule a trip after 9 PM on Tuesday, you would call us by 5 PM on Monday. Same day requests for late night trips cannot be scheduled.

► **Medical Trips**

When scheduling medical appointments call your doctor and ask for 2 or 3 appointment options, then call the Paratransit office and schedule the best trip for you. Call your doctor’s office back and confirm the appointment that you selected. The best times to schedule medical appointments are usually in the afternoons.

**The Federal Government does not allow trip prioritizing. Trips are scheduled on a first-come first-served basis. If a medical emergency occurs requiring a trip to a medical facility (physician or hospital), an ambulance service should be called to complete the trip. BT has telephone numbers for both rescue squad and ambulance services.**

**► Changing or Canceling My Trip(s)**

**Passengers may request a change in destination or pick-up location *only* by calling the BT office at least one (1) hour in advance of the trip. The change will be made if the schedule permits. The trip *cannot be changed* in any way after the driver picks up the passenger.**

**BT must be notified at least one (1) hour prior to the scheduled pick-up time of any cancellations. Changing trip times after the original trip has been scheduled is considered a cancellation. Drivers are not allowed to make any schedule changes, cancellations or additions to the schedule. Please call the Paratransit office to make any trip changes.**

**If trips are not cancelled early enough, other passengers may not be able to use those time slots. If a trip is canceled or the pick-up or drop off location is changed within one hour of the original pick-up time, the trip will be considered a Late Cancellation. More than three (3) Late Cancellations within 30 days will be considered a No-Show and subject to the \$10 no-show fee.**

**► Passenger Lates And No-Shows**

**Drivers may not be able to wait beyond 5 minutes. A trip will be considered “late” if the driver waits longer than five (5) minutes after arriving at the pick-up point. Since we strive to always arrive within 10 minutes before or after your scheduled pick-up time, we will not**

require you to be ready before that time. The accumulation of four (4) lates by a passenger within a thirty (30) day period will be treated as a no-show and subject to the \$10 no-show fee. If a passenger accumulates less than three due to unforeseen circumstances no action is taken.

Any rider who fails to notify the BT office of a cancellation (No-Show) will first be warned. We understand that unforeseen circumstances occur to all of us. The second and all following incidents will include a no-show fee of \$10 for the trip missed. If you do not show for a trip, *all remaining trips for that day will be automatically canceled*, unless you call and request that your remaining trips be provided. Service may be suspended if the no-show fee is not paid within thirty (30) days. Repeated failure (three times within thirty days) to advise the BT office of a cancellation may result in suspension of service for up to three (3) months.

It is also considered a no-show if the passenger is not ready to board the van within five (5) minutes of the scheduled pick-up time (ten minutes before and after the scheduled time) and the driver must leave in order to continue on schedule. That 5-minute period is designed for unexpected and unplanned occurrences.

Passengers will not be penalized for unforeseen and uncontrollable circumstances.

► **Recurring Subscription Trips (Weekly Trips):**

A Subscription service is provided for the convenience of riders desiring service on a regular basis for work, school, medical, grocery and similar, recurring weekly trips. This service eliminates the need for you to call daily or weekly to schedule a trip. We can also schedule trips that occur periodically every month i.e., 2<sup>nd</sup> Tuesday every month.

Subscription scheduling may be requested by calling the Paratransit office at 961-1803 during business hours. These trip requests will be accepted on a continual basis. After requests are

received, passengers will be contacted and a pick-up time confirmed.

If BT receives a Subscription request that conflicts with the current schedule, the passengers affected may be contacted and asked for their cooperation in accommodating the new request. Whenever possible, necessary schedule changes will be handled in this manner. If no agreement is easily reached, Blacksburg Transit reserves the right to assign new pick-up times within 30 minutes of the original pick-up times in order to accommodate the most passengers.

Passengers wishing to change a subscription must give two weeks notice to the Paratransit office. Permanent schedules may be re-evaluated at least once per year so that all passengers will have an equal opportunity for busy time slots.

Any changes in a passengers' schedule, i.e. vacation or break, must be called into the Paratransit office at least two weeks in advance. This will allow other passengers to schedule trips in those time slots. No trips will be cancelled automatically due to weather or school closings; passengers are responsible for calling the office to ensure each cancellation.

#### ► Canceling Subscription Trips

Because we have such a high demand for subscription trips, passengers canceling one-third (33%) of their Subscription trips in one month may lose the time slot. Consideration will be given for vacations, illnesses, work/school-related meetings, unplanned and unusual circumstances. Blacksburg Transit will not *automatically cancel* any passenger trips, i.e. due to school closings, bad weather, etc., unless BT is *not* running. Passengers must call in to report their individual cancellation(s).

### IX. WHO ELSE CAN RIDE WITH ME?

#### Additional Riders - Companions vs. Attendants

#### ► Companions



At least one companion (children, friend, etc.) may accompany a rider and pay the regular fare. Additional riders will be allowed on a space available basis. *All riders must be scheduled at the same time the trip is scheduled.* Companion(s) pay a regular fare and may be scheduled to help passengers with packages, etc.

► **Personal Care Attendants (PCA)**

If required, one Personal Care Attendant may be scheduled to ride with a passenger at no charge. Passengers generally require a Personal Care Attendant if they are identified by a doctor's verification as requiring an attendant to assist with a major life function. Should a passenger require a Personal Care Attendant, an attendant must accompany them on all trips unless the doctor specifies otherwise. PCA's ride fare free! All riders must be scheduled at the same time the trip is scheduled.

► **Children and Babies**

Passengers wanting to bring children or babies on board during their trip are required to also bring a child safety seat when applicable. Child safety seats must comply with Federal Motor Vehicle Safety Standards (FMVSS) and must have manufacturers' instructions posted on the seat. Passengers must indicate any additional passengers when scheduling the trip. Blacksburg Transit can keep the child seat until we make your pick-up if that is requested.

**X. HOW WE WORK TOGETHER**

Passengers are expected to be ready for the driver at least ten minutes before the scheduled pickup time. Entry-ways, sidewalks, ramps and driveways must be clear of ice and snow and any debris (see page 10, under "Pre-Trip Planning"). The driver will wait up to five (5) minutes after arriving for unusual and unplanned incidents. If possible, the driver may wait longer than five (5) minutes; however, the trip will be considered "late" (see Lates & No-Shows). If the driver leaves after 5 minutes, the trip is considered a "No-Show".

If a passenger is late and misses the scheduled trip, the passenger must call the Paratransit office to reschedule the trip. Our van will not automatically return. The missed trip will be considered a "No-Show"; please refer to "Lates and No-Shows".

Blacksburg Transit strives to always be on time. Traffic, mechanical problems and other passenger trips are some reasons for the van being delayed. The van may arrive up to 10 minutes earlier or later than the scheduled pick-up time. Passengers are expected to be ready to leave when the van arrives. If the van is more than 10 minutes late, please call the Paratransit office. When possible (if you gave us a phone number where you can be reached) we will attempt to call you if we are running more than 10 minutes late.

#### ► How We Help You - Passenger Assistance

10 minutes before the scheduled pick-up time, passengers should be waiting by the outside door of the pick-up location with their fare and be ready to leave when the driver arrives.

Paratransit drivers will provide door-through-door assistance to everyone needing it. This includes through the *exit* door of the pick-up point, to and from the vehicle, and through the entryway of the destination.

Drivers are highly trained in passenger assistance and vehicle handling to provide a high level of service, and are not allowed to perform assistance above and beyond the level indicated. BT may be able to assist you in obtaining an aid to help with other tasks.

For safety reasons passengers *should not* expect drivers to:

- Carry more than two reasonable size packages
- Run errands for the passenger
- Assist passengers inside any building
- Assist passengers using a wheelchair up or down more than

**one normal step**

- **Search inside a building for a passenger**

**Passengers may bring on board anything they are able to personally handle. A driver will assist with two packages to facilitate entering and exiting doorways. If a passenger needs help with errands or other physical assistance, an aid can be scheduled to accompany the passenger on the trip. Blacksburg Transit may be able to assist in obtaining an aide for a passenger.**

## **XI. RIDING THE FIXED ROUTE BUSES**

**Most Paratransit passengers are able to ride the BT fixed route buses for some trips. The buses offer more flexibility and more independence to those who are able to use it. Fifty-percent of our buses have a low-floor, which allows persons using wheelchairs and persons with other mobility impairments greater access to them. \*\*All accessible buses have a universal handicap symbol next to the door\*\***

**All our accessible buses can “kneel.” This means the bus can be lowered a few inches in order to reduce the height the step into the bus. This will help those passengers who are limited in their mobility, but do not use a wheelchair. This may also help those passengers who use other types of mobility devices by reducing the step up into the bus. The buses also have a ramp that unfolds for people using wheelchairs or anyone else requesting it.**

**All bus drivers will, upon request, unfold the ramp, kneel the bus, assist a person on and off the vehicle, tie down wheelchairs, announce any specific bus stops, and help passengers with transfers and route information. However, the bus driver *cannot* provide assistance to you after you exit the bus onto the sidewalk. Please call 961-1803 at least one day in advance if you would like to schedule a transfer from a Paratransit van to a bus. Call 961-1185 for any fixed route bus information.**

### **► Fixed Route Bus Training for Passengers**

**Blacksburg Transit offers personalized training to any person**

free of charge for using the regular bus or learning more about the bus stops or route maps. We also have an excellent staff that can answer any questions over the phone. Call our Customer Service office at 961-1185 for any assistance with the fixed route bus system.

► **Two Town Trolley - Blacksburg to Christiansburg  
Commuter Bus Route**

All buses used on this route are normally wheelchair accessible. Paratransit passengers wishing to ride the Two Town Trolley to or from Christiansburg (New River Valley Mall, Wal-Mart, and Marketplace areas) may call the Paratransit office at least one day in advance from Monday through Friday during business hours. We can arrange for a transfer from the Paratransit van to the bus.

## **XII. SAFETY**

- All passengers including companions and attendants must wear seat belts or shoulder straps at all times. Passengers refusing to wear safety belts will not be allowed to ride.
- No tobacco products, alcohol or illegal substances will be consumed on BT vehicles. No open alcoholic beverages on board the vans.
- Passengers carrying hazardous materials (i.e., kerosene, gasoline, firearms, explosives) will not be allowed on BT vehicles.
- If a passenger's behavior disrupts the driver or other passengers, that passenger may be suspended from the service.
- Wheelchairs must be in good working order (i.e., brakes work, frame and wheels are secure) to ensure safety of all passengers

and the driver.

- **Passengers are allowed to have an Oxygen tank or Service Animal on the vehicle. Blacksburg Transit must be notified when the trip is scheduled.**

### **Passengers Certified Before January 11, 1993**

Any passenger who was full or trip by trip eligible for paratransit service as of January 11, 1993, and was then found not to be fully eligible shall maintain such level of service with the Town of Blacksburg. This Blacksburg Transit “grandfather” eligibility shall last as long as such person maintains a residence or place of business in Blacksburg and as long as such person otherwise maintains such eligibility. This change does not affect the person’s ADA eligibility status. Rather, full paratransit service is provided regardless of their ADA status. Persons who are grand fathered are encouraged to use the bus whenever possible.

January 14, 2000